

Expanding CalFresh to Seniors & People with Disabilities Receiving SSI

Implementation Update – February 2019



Mission: Reducing hunger and poverty in California for seniors and people with disabilities.

Vision: Excellent customer service and access for all.

SUMMARY

For the first time ever in California, hundreds of thousands of seniors and people with disabilities who receive SSI benefits will also be able to apply for CalFresh food benefits beginning June 1, 2019. This historic change, once successfully implemented, will increase nutrition and health and reduce hunger and poverty among California's seniors and people with disabilities.

With this change, eligible seniors and people with disabilities will be able to receive a monthly CalFresh food benefit to help meet their basic needs. Some who are part of households already receiving CalFresh food benefits may receive new state funded Supplemental Nutrition Benefits (SNB) or Transitional Nutrition Benefits (TNB). **There is no change or reduction to SSI/SSP.** CAPI recipients will receive a \$10 per person grant increase. For more background information on the reversal of the SSI cash out policy, visit www.cdss.ca.gov/CalFreshSSI.

FOUR IMPLEMENTATION STRATEGIES

1. Engage and Empower Clients

- Client stakeholders
- Client stories
- Client journey mapping
- Client data dashboard



2. Target Outreach for Awareness and Assistance

- Comprehensive partner network for outreach/in-reach
- Outreach kits and campaign
- Application assisters serving seniors and people with disabilities
- Application assistance tools: on-line, in-person, and by phone

3. Streamline Customer Experience at Initial Application and Beyond

- County "Framework of Solutions" for successful implementation
- County technical assistance, peer trainings, and resource kits
- Statewide service enhancements

4. Develop Policy, Automation, and Training Foundation

- Policy guidance, notices, and forms
- SAWS automation
- USDA, SSA, and Tribal partnerships
- Policy webinar training series

STAKEHOLDER ENGAGEMENT

- All Stakeholder Group meets bi-monthly and open to all in person and by webinar: next two are **March 13, 2019** and **May 14, 2019**
- Four advisory groups (invite only with summaries posted): Outreach, Customer Experience, Data Technical, and Automation Technical
- All in partnership with [County Welfare Directors Association of California](#) and [Californians for SSI](#)
- [CDSS Expanding CalFresh to SSI Recipients](#) webpage for all resources, meeting info, and more

PROGRESS 2019

POLICY GUIDANCE:

- Policy guidance issued for implementation and automation of the reversal of SSI cash-out, the SNB Program, and the TNB Program: All County Letter (ACL) [18-90](#), ACL [18-91](#), ACL [18-92](#), ACL [18-131](#), ACL [19-12](#), and ACL [19-15](#).
- Policy guidance issued for implementation of the SNB and TNB Program: ACL [18-107](#) and ACL [18-108](#). Additionally, SNB and TNB notices issued in 17 threshold languages.
- Consultation with California Tribal Leadership on reversal of SSI cash-out and impact on CalFresh and Food Distribution Program on Indian Reservations (FDPIR).
- Claiming instructions issued for the reversal of SSI cash-out and implementation of SNB and TNB Program: County Fiscal Letter (CFL) [18/19-40](#), and CFL [18/19-40E](#); allocation for the administration of the SNB and TNB Program: CFL [18-19-43](#).
- [Policy Webinar Series](#) launched January
- SSA/CDSS Data Sharing Agreement updates in progress with SSA
- SDX county-by-county March point-in-time data use in development for dissemination in May
- CalFresh Data Dashboard SSI data additions in progress with the Consortia for release
- Large print/digitally accessible applications in progress to be ready for use beginning June
- Automation development underway with May go-live dates in SAWS

CUSTOMER EXPERIENCE PREPARATION:

- County “[Framework of Solutions](#)” for successful implementation and [Resource Tool Kit 2.0](#) developed
- [All County Welfare Directors Letter on Readiness Plans](#) released February
- County Operations Roundtable on Readiness for Expansion of CalFresh to SSI Recipients scheduled for February
- State and [County Readiness Plans](#) to be completed by March
- TA, contingency planning, and CQI ongoing

OUTREACH EXPANSION:

- Leveraging current application assisters: California Association of Food banks; California State University, Chico; Catholic Charities of California; Code for America; Redwood Community Healthy Coalition; and 2-1-1 San Diego
- Adding new application assisters: CDA/ Area Agencies on Aging; DOR/ Independent Living Centers; CDPH/ County Nutrition Action Plan; and SSA
- Application assister tool upgrades and expanded language access: on-line, in-person, and by phone
- [All County Welfare Directors Letter on Outreach Coordination](#) released January
- Access for All guest speaker webinar series March
- Outreach Campaign Kick-off **April 25th** in Sacramento and by webinar
- SSI/SSP mailer to clients from CDSS May
- Press May/June and radio ads Summer

SUMMER 2019:

- IMPLEMENTATION beginning **June 1st**
- Continuous Quality Improvement: active monitoring and technical assistance with counties, partners, assisters, and all implementation strategies